



*The 'go to' organisation for
Local Government
improvement in Scotland*



Portfolio Update December 2023



Improvement Service: **About Us**

The Improvement Service is a company limited by guarantee, with 34 members – COSLA, Solace and Scotland's 32 local authorities.

The IS was established in 2005 as the **national improvement organisation for Local Government in Scotland**. We were set up to deliver improvement support that would help councils to provide effective community leadership, strong local governance and deliver high quality, efficient local services.

Our purpose is to:

- Provide leadership to Local Government and the wider system on improvement and transformation
- Develop capability and capacity for improvement within Local Government
- Deliver national improvement programmes for Local Government and partners and support councils to improve at a local level
- Provide research, data and intelligence to inform Local Government's policy-making and decision-making and to drive improvement
- Deliver national shared service applications and technology platforms
- Broker additional resources from out with the sector to support the delivery of Local Government's priorities.

We do this by providing a range of transformational change, performance and improvement support, data and intelligence services and digital public services.

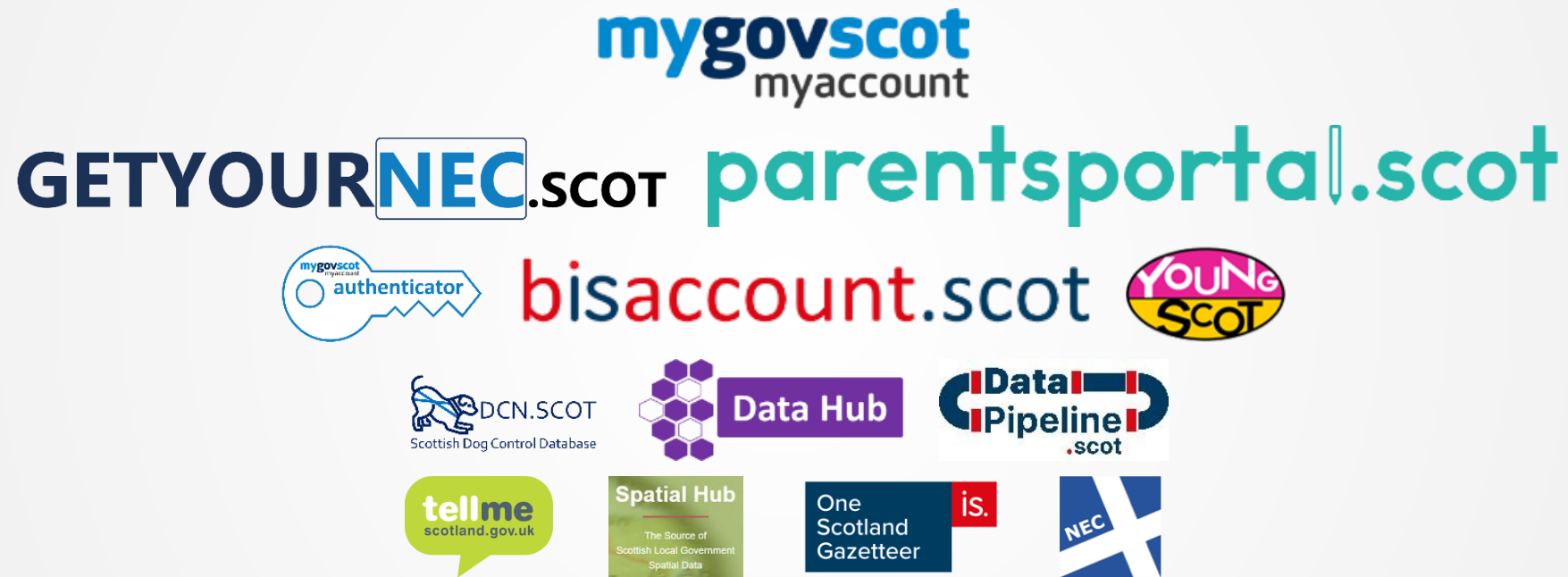
We ensure that all the work we deliver is firmly focused on achieving our vision and purpose, and on adding value for local authorities, for the Local Government family and for our broader group of diverse stakeholders.

DPS Portfolio: Examples of Digital Shared Services

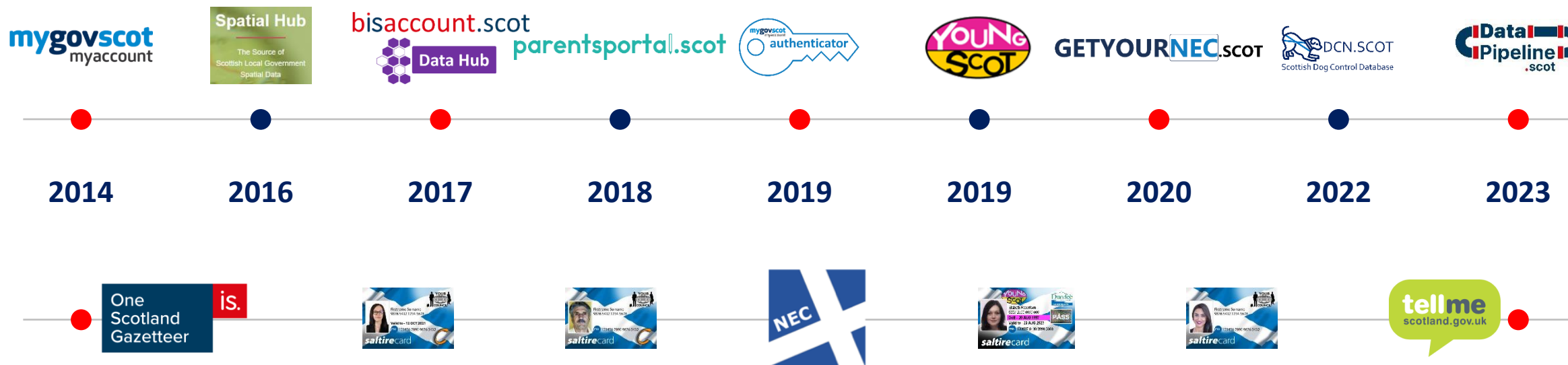
The Improvement Service (IS) has a track record of utilising its skills and assets to develop, provide, and deliver digital public services on behalf of Councils, enabling Councils to achieve savings, efficiencies, and improved standardised citizen services that avoid a “postcode lottery” depending on where they reside in Scotland. The IS provides a variety of services which can support Councils with part of a service process or can deliver services end to end.

The following pages provide an overview of the Digital Public Services portfolio, and the digital shared services which have been developed for Local Government to consume.

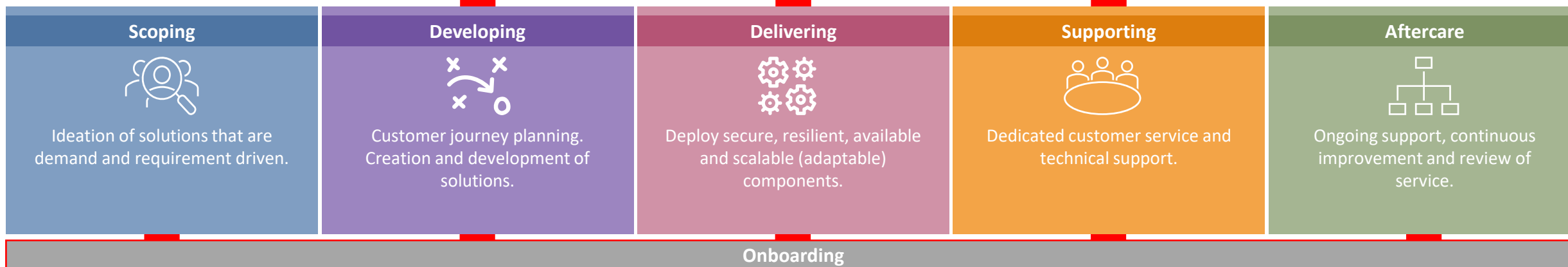
Digital Public Services: **The Portfolio**



Digital Public Services: In a Snapshot



Providing fully managed and flexible business solutions for customers.



What is myaccount?

With over 2.3 million account holders, mygovscot myaccount, myaccount for short, is the simple and **secure sign-in service** for online public services in Scotland.

For public service providers, myaccount **provides secure and trusted authentication and identity verification services** that are easy to integrate with and standards-based.

myaccount is offered to organisations as **a tool kit and** is implemented to responds to the **requirements set by the organisation.**

Depending on the requirements of an organisation, myaccount has the ability to provide tools which will enable the organisation to achieve GPG44 authentication levels, and verified identities that meet GPG45 profiles.

For users, myaccount provides Scottish residents with the ability to set up an **online account that can be used across multiple organisations.** myaccount can be used to access an increasing range of online public services, such as paying council tax or requesting a parking permit, paying for school meals or applying for benefits or a National Entitlement Card.



The myaccount Toolkit

myaccount at its core level is a **secure single sign-on service** that service providers can integrate with their websites and/or web-facing applications to enable users to sign-in to access their services, manage their accounts and subscriptions.

In addition to the single sign-on service, myaccount has a **suite of additional tools which service providers can consume** to achieve additional business objectives.

AUTHENTICATION SERVICES



myaccount provides a **variety of authentication options** to sign-in to the service. Some options can be switched on voluntarily by users to make their account more secure. Service providers can also request different options should a stronger authentication mechanism be required.

IDENTITY VERIFICATION



A **set of tools** and business processes to **verify the identity** of myaccount users. Tools include options for users to verify themselves online, as well as tools service providers can consume to verify users face-to-face to the same standards.

CHANNEL SHIFT



Support online channel shift ambitions by giving service providers the tools to register users for a myaccount when they present themselves in person or over the phone. Giving users the ability to then transact online in the future.

DATA INTEGRITY



Secure notification service for keeping service providers informed of changes in circumstances for their registered users. Enabling service providers to maintain data integrity across their multiple systems.

40

Live
Organisations
Including all 32 Local
Authorities





myaccount is integrated to 89 entities across 40 organisations and growing.

SAML 2.0

Percentage of entities integrated using SAML 2.0 protocol

76%

OIDC

Percentage of entities integrated using OIDC protocol

24%

ONBOARDING ENTITIES

Number of entities currently onboarding

4

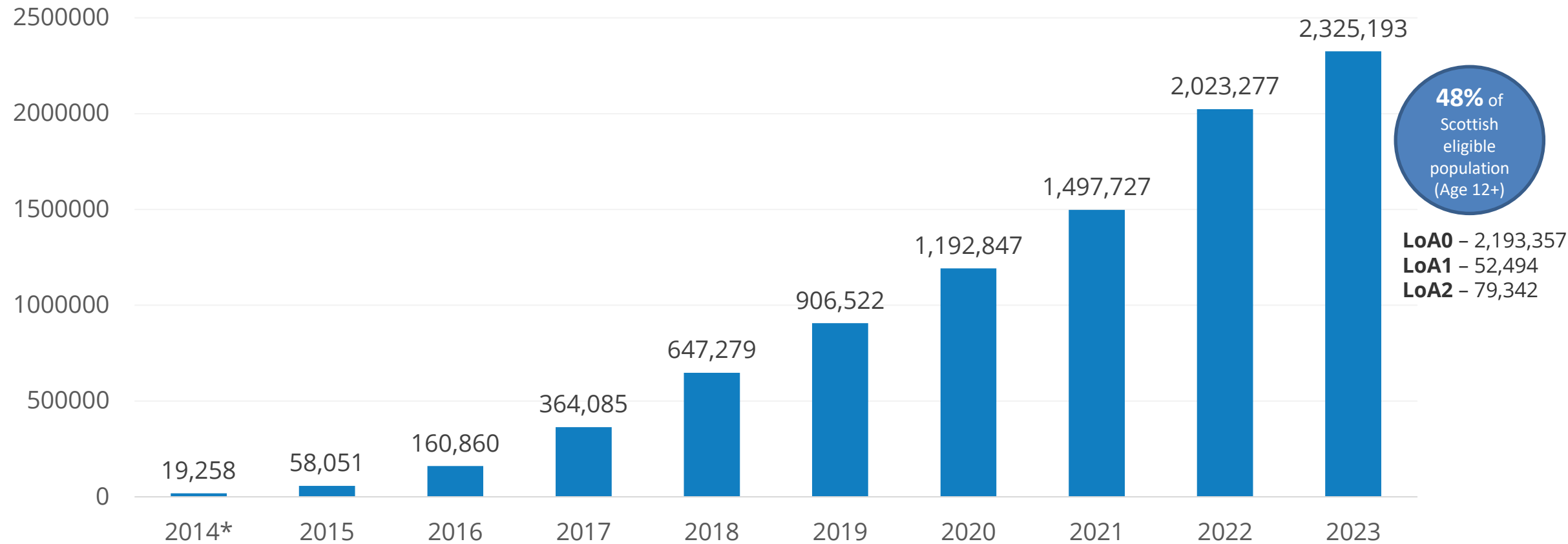
Current myaccount integrations

myaccount has been integrated with an ever-growing list of systems developed by various suppliers and organisations.



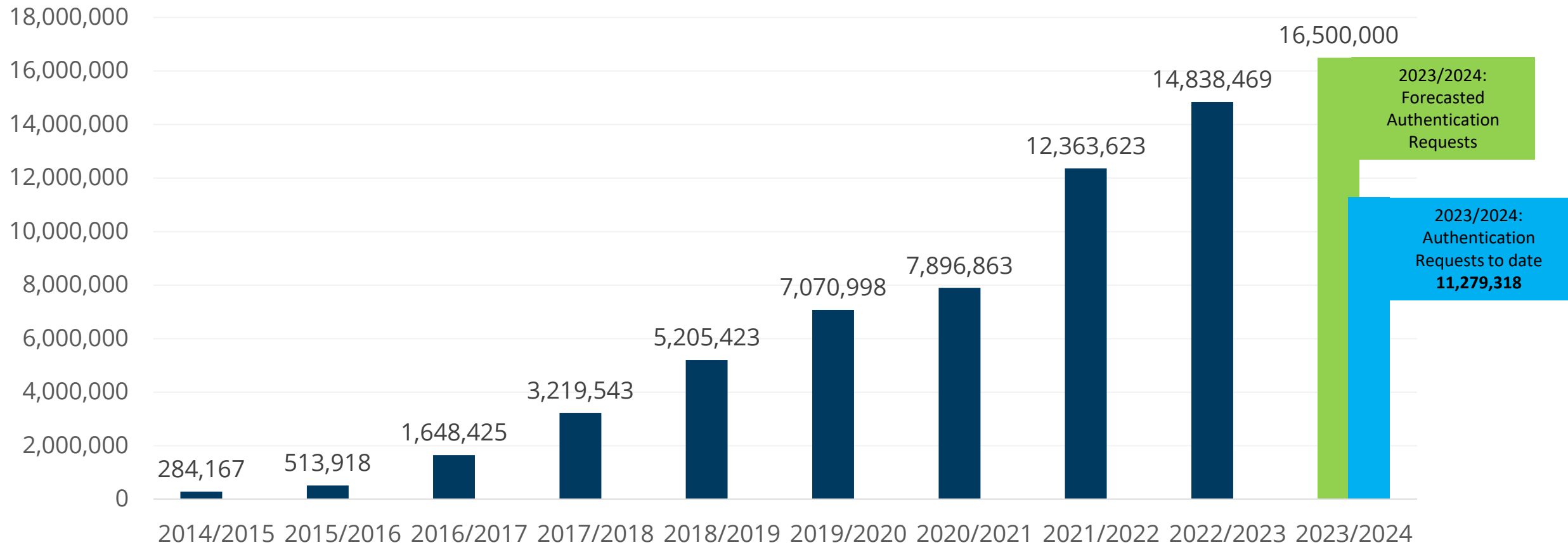
Milestone Achievement





The above chart shows the number of myaccount account holders year on year

myaccount Authentication Requests



New Right to Work Service

A collaboration between myjobscotland (COSLA), Aberdeenshire Council and the Improvement Service, has developed a new service to enable online Right to Work checks to be carried out. Available to all myjobscotland organisations from 2024.

mygovscot
myaccount

Beta FAQs SIGN IN

The secure and easy way to prove your Right to Work.

An online service to prove your Right to Work in the Scottish public sector.

Sign in

mygovscot
myaccount

Don't have an account?

Create an account



Convenient

No need to venture out. It's all done online.

All we need is:

1. A photo of your UK or Irish Passport.
2. A quick scan of your face.

Safe & Secure

We take privacy, security and compliance extremely seriously.

Your account is protected by mygovscot myaccount security and your documents are secured with Yoti's 256-bit encryption technology

Easy to use.

We've designed this service to be straightforward and easy to use.

We use Yoti to verify your documents.

If you have the Yoti app its even easier.

GET IT ON
Google Play

Download on the
App Store

mygovscot
myaccount

Services FG Fiona Gray

JobAdvert Business Admin

Home / Services / JobAdvert Business Admin

Need help?

RTW Job Advert

Add

Show 10 entries

Search:

Job Name and Description	Job Ref Code	Start Date	End Date	Share Code	Org Name	Email	Status	Candidates	Action
COS00230	Events Officer	05-Feb-2025	-	S2IEJDV6	Aberdeenshire Council	testing@gmail.com	Active	1	Update
Events Officer	-	-	-	IV5IQQ1X	Aberdeenshire Council		Active	3	Update
Engineer	123	25-May-2023	30-May-2023	AF5PMHTS	Perth & Kinross Council		Active	2	Update

Showing 1 to 3 of 3 entries

Previous 1 Next

www.improvementservice.org.uk
signin.mygovscot.org

Operated by The Improvement Service
Scottish Government funded

is
improvement service

bisaccount.scot

Beta

About us

Our services

Sign in

Connecting businesses to online public services,
simply and securely.

Register

Sign in

Feedback



is.
improvement service

bisaccount.scot a simple and **secure single sign-in authentication service**, designed to help businesses prove who they are when transacting with public services online.



Enable businesses and the public sector to transact safely and securely.



Enable service providers to verify against their own data sets that the business referenced is a real business.

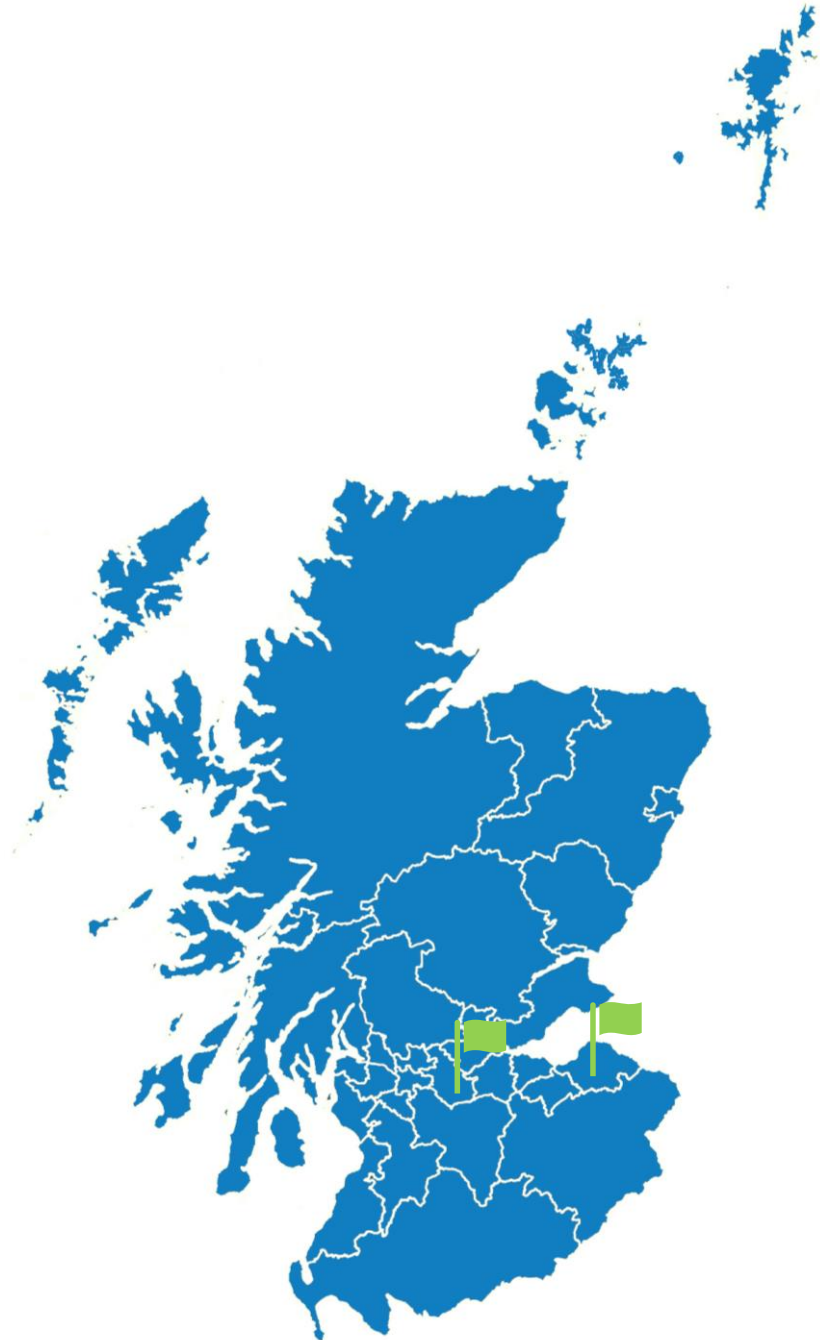


Remove administrative burden and cost when using or transacting with public services.

Local Authority Coverage

All 32 Local Authorities signed up to use bisaccount.scot during the pandemic to facilitate a national funding application process for Childcare Providers.

Work now commences to integrate the platform directly with Local Authorities who plan to make business services available online.



32

SIGNED

2

CURRENTLY
LIVE

4,372

REGISTERED
USERS

5,203

REGISTERED
BUSINESSES

Connecting you to your child's school

Access school services and
information online.



Sign in

mygovscot
myaccount

Don't have an account?

Create an account

< BH.

Services available on parentsportal:*



Absences



Annual Data
Check

Benefits of using parentsportal:

Additional features:

- **Direct Communication**

No more letters in the schoolbag. A school can contact you directly and you can contact them.

parentsportal.scot

mygovscot
myaccount



16 Local Authorities



1,311 Schools

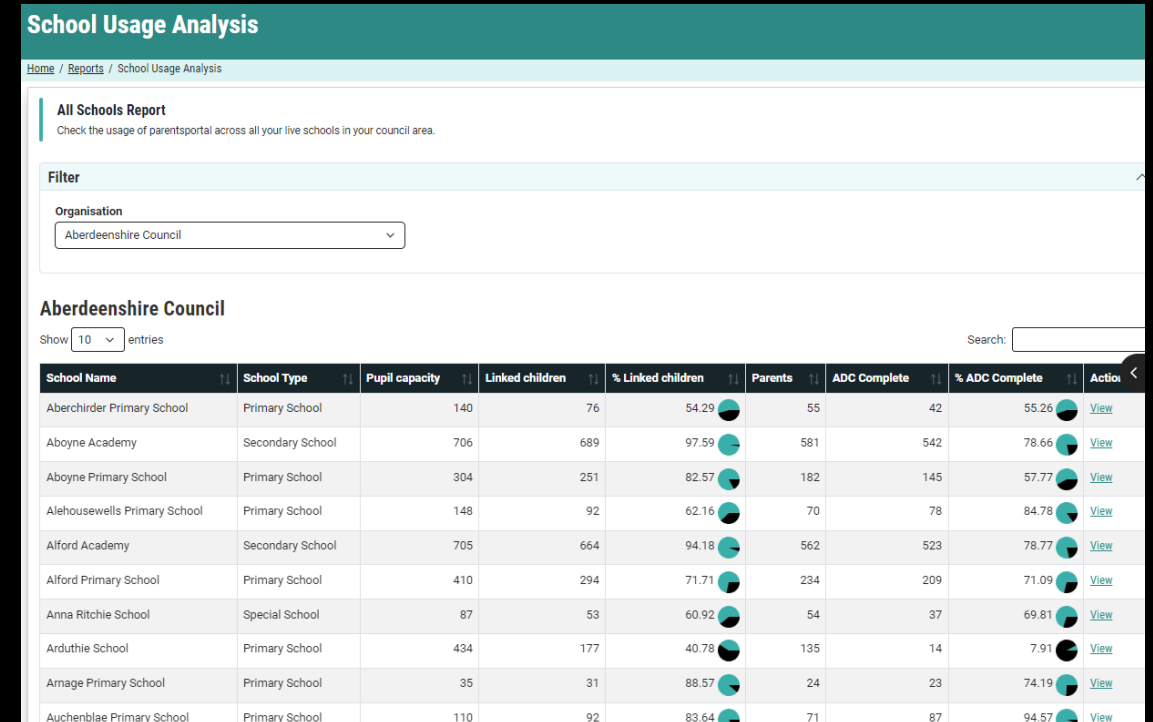
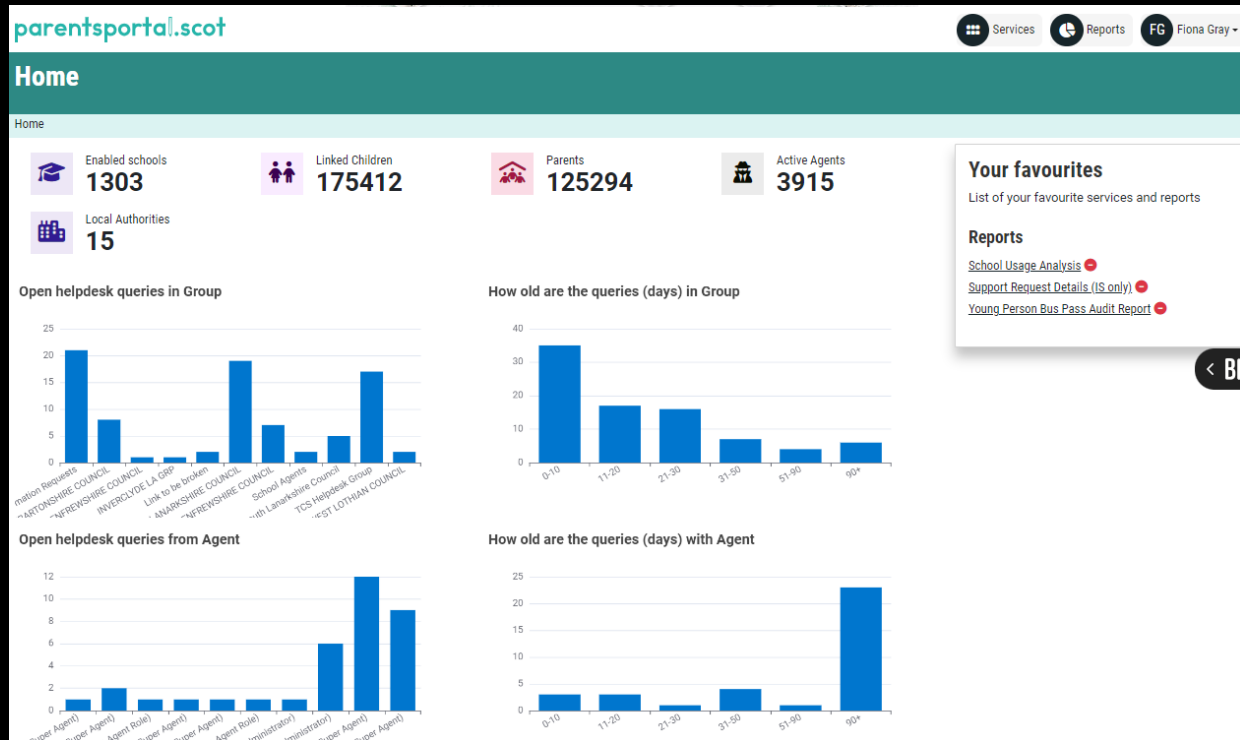


178,541 Parents



257,723 Children

Parentsportal.scot Development – New admin portal launched 2023



Parentsportal.scot Development – New parent web version launched 2023

parentsportal.scot

Home Help Accessibility / Translate

25

EH Erin Holding

Home

Your services

Absences

Attendance

Notice Board

Report Cards

Annual Data Check

Class Timetable

Parents' Night for Primary School

Young Persons' Free Bus Travel

Your children

SH

Steven Holding

S3

Test' Secondary

test@testsecondarieschool.com

02222 652312

https://google.com/

TwitterDev

IHUB
QUARRYWOOD COURT
LIVINGSTON VILLAGE
LIVINGSTON
EH54 6AX

Test Authority

Annual Data Check

Select Child

Annual Data Check for Chloë Holding

What is the Annual Data Check ?

Learn More

Progress

Completed: 0 / 8
Awaiting school approval: 4 / 8

Personal Details

Please check details

VIEW

Address

Awaiting school approval

VIEW

Contacts

Awaiting school approval

VIEW

Additional Details

Please check details

VIEW

Armed Forces

Please check details

VIEW

Languages

Awaiting school approval

VIEW

Medical Practice

Awaiting school approval

VIEW

Medical Conditions

Please check details

VIEW

Back

Events Calendar

Select School

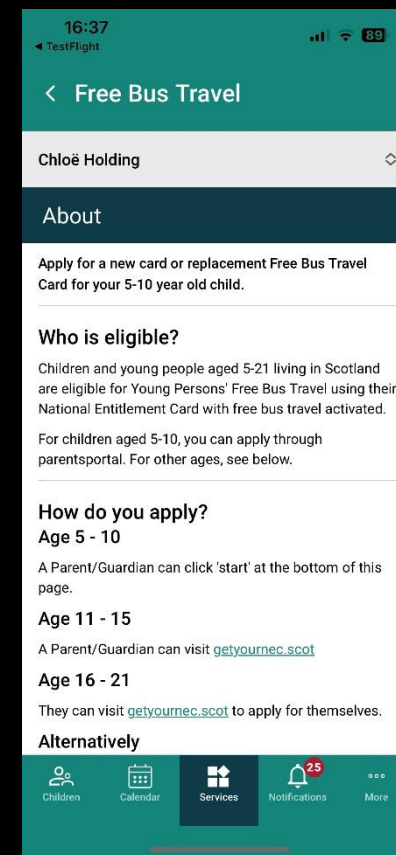
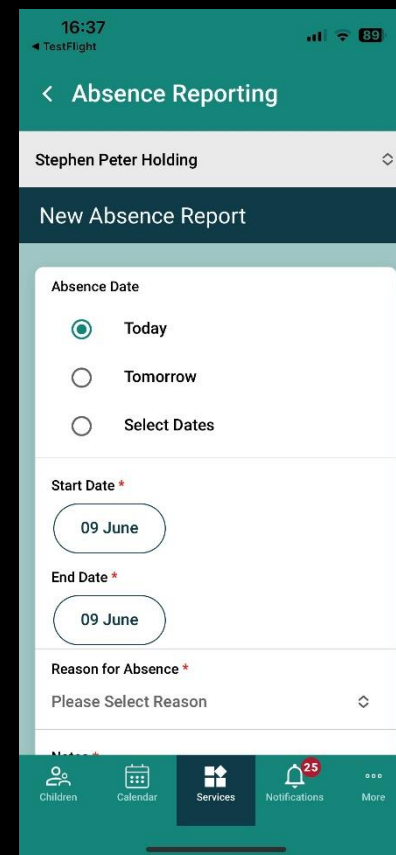
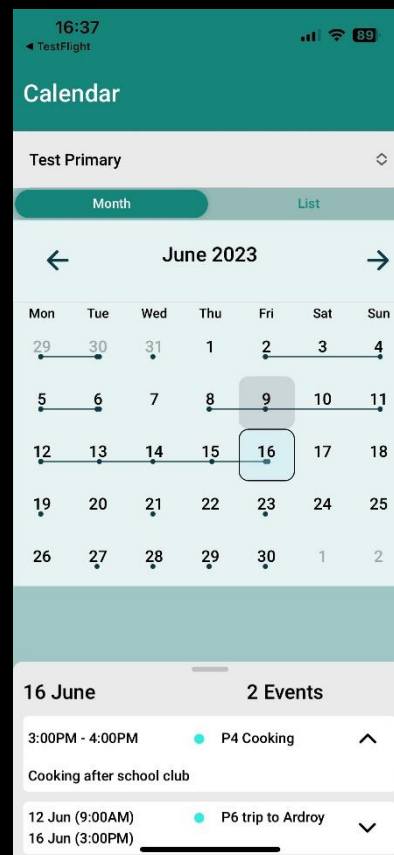
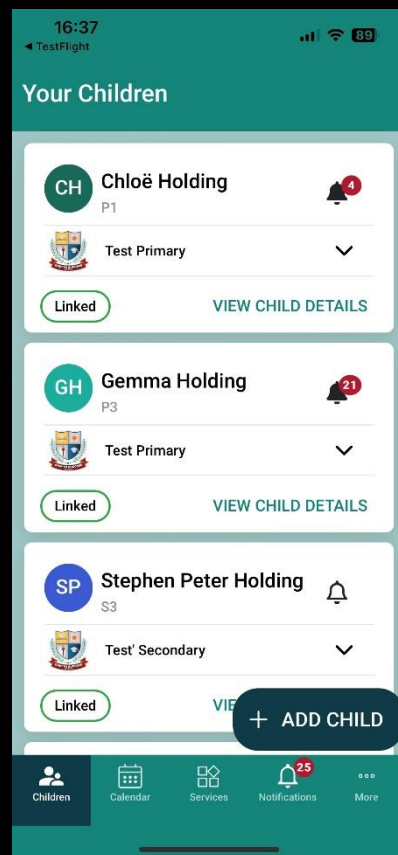
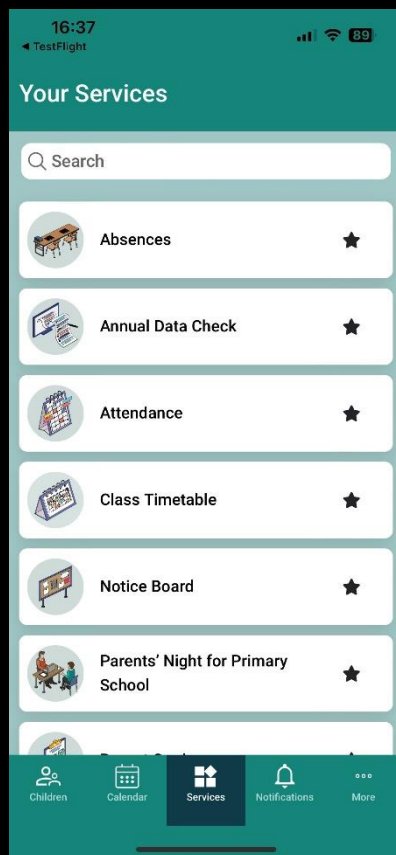
Test Primary Calendar

Jun 2023

< > Month Week List

Mon	Tue	Wed	Thu	Fri	Sat	Sun
29	30	31	1	2	3	
12:00 am Recurring event		2:00 pm P7 Gala C		10:00 am Sports d		
10:00 am P3 Swim	10:00 am P7 swim			3:00 pm P4 Cookin		
1:00 pm P5 Swim				5:00 pm Recurring event		
2:00 pm P2 art cla						
5	6	7	8	9	10	11
5:00 pm Recurring event				10:00 am Baseball	11:00 am Hockey I	
10:00 am P3 Swim	10:00 am P7 swim			9:00 pm Fun Fair		
1:00 pm P5 Swim				9:00 pm Fun Fair at Primarv School		

Parentsportal.scot App Development – Android & iOS launched June 2023





National Entitlement Card



What is the National Entitlement Card?

The National Entitlement Card (NEC) is Scotland's National Smartcard.

Supported by Scottish Government to deliver national and local services, the NEC makes it convenient for citizens to access various public services and facilities with only one card.

Public services are continually improving and developing to be delivered at the highest possible quality for citizens and their local areas.

The National Entitlement Card Programme Office (NECPO) supports the 32 Scottish Councils by assisting with the integration of various national and local public services on the smartcard for citizens.

By using the one smartcard that delivers multiple purposes, Councils can efficiently deliver various public services to customers who need and use them the most.



The different types of cards

There are four main card types which are used as part of the National Entitlement Card scheme which has approx. **2.7+ million cardholders.**

OVER 60S BUS PASS



The over 60s concessionary travel scheme is most commonly referred to as the over 60s bus pass.

YOUNG PERSONS' FREE BUS TRAVEL / YOUNG SCOT CARD



Young Scot and Junior NEC cards are used for free travel. The Young Scot card is a valid proof age card and is used to access multiple services.

DISABLED CONCESSIONARY TRAVEL



Disabled concessionary travel provides eligible citizens with free bus travel.

BASIC CARDS



Typical used for non-concessionary travel services such as library and leisure cards.

GETYOURNEC.scot

mygovscot
myaccount

getournec.scot consumes myaccount's authentication and identity verification services to enable National Entitlement Card applications to be facilitated online for all 32 Local Authorities.



Total Facilitated Applications
910,000
Since July 2020



IDV process accredited to issue NECs carrying PASS hologram.



Young Person's Free Bus Travel Scheme



Young Persons' Free Bus Travel Scheme

710,000 cards issued to Young People and counting.

456,000 successfully applied via getyournec.scot.

40,000 successfully applied via parentsportal.scot.



membership.young.scot
mygovscot
myaccount

YOUNG Scot

The Young Scot Card Get Informed Discounts Rewards Get Involved Special Opportunities Near Me

Become a Young Scot Member and access online Discounts and exclusive Rewards!

Sign Up

SIGN UP NOW

Featured View all >

Discount

Win

Reward

Activity

Discount

GOLF IT!

Enter to Win a LEGO Architecture London Building Set

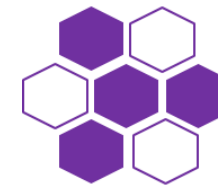
WHAT'S YOUR TAKE...

Submit

Take Part in the What's Your Take Survey

Leckie the education publisher for Scotland

Over 121K
Members



What is it?

Data Hub is an online data matching and cleansing solution for the Scottish public sector.

Matching and cleansing data sets can be a complicated, time consuming and labour-intensive process but it has many benefits. Clean, consistent data can help an organisation improve its customers' experience, deliver more personalised services and make better decisions based on sound intelligence.

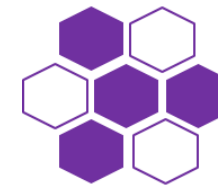
Data Hub can analyse multiple data sources and produce analysis reports for partner organisations without the need for them to develop their own solution or install, maintain and pay for additional software.

Award winning service – been around since 2015. Online self-service website available since 2018. Offers the following programmes:

- UCRN seeding (unique citizen reference number).
- Data matching (match multiple files and find data for same customer across different data sets).
- Address matching – cleanse address data, returns UPRNs, easting/northing and provide standardised address data.

Who uses it?

- 24 councils
- PHS, NHSNHS, Spatial Team, Scottish Government departments, Scottish Fire & Rescue

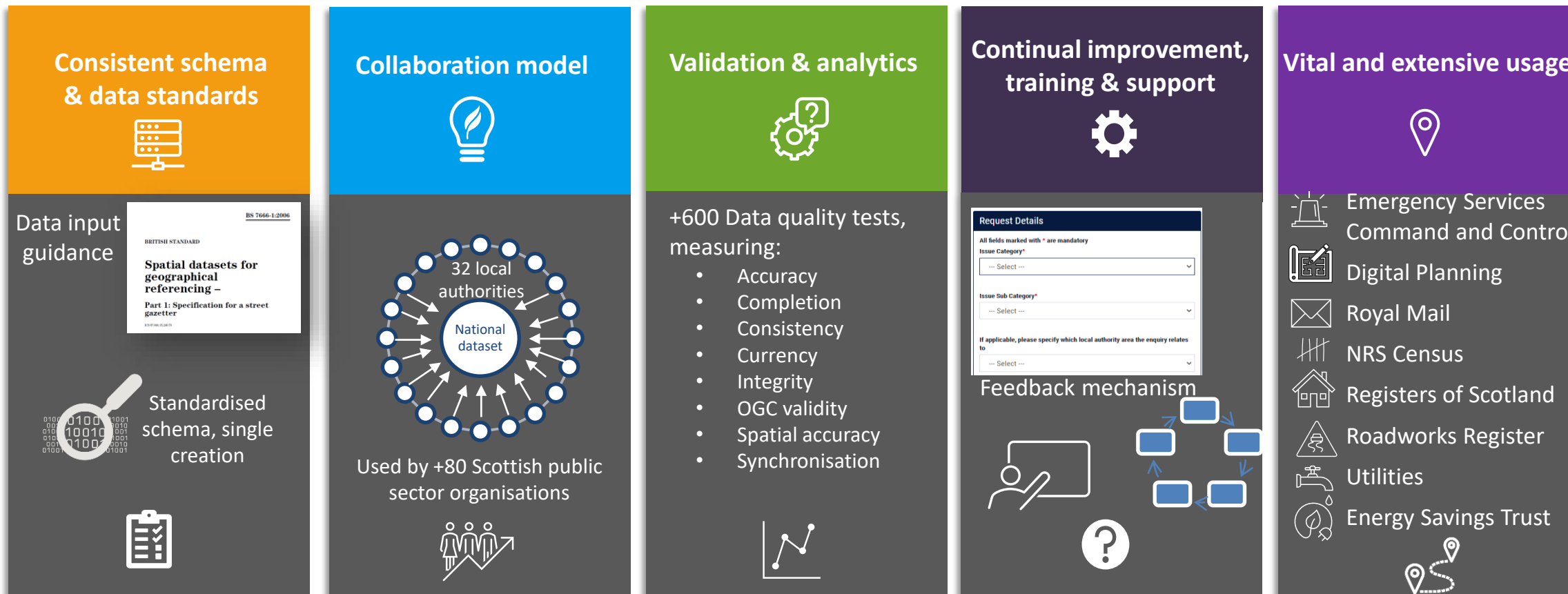


A few examples:

- All councils onboarding parentsportal.scot process their address data to check the quality – cut down link issues.
- NEC migration in 2016 – all councils matched their NEC data against other data sets to help prove whether the customer still lived at the same address – then cards were reissued automatically. As a result of that project, we won the "Big Data / Analytics Project of the Year" at the 2017 UK IT Industry Awards.
- Fraud prevention – one council checked care home data to discover care home fraud.
- Address matching helped with COVID related activity – eg mapping food deliveries to vulnerable customers.
- UCRN seeding – checking that a client hasn't died before writing to them – eg. school clothing grant letters.
- Cleansing address data in multiple data sets.

One Scotland Gazetteer

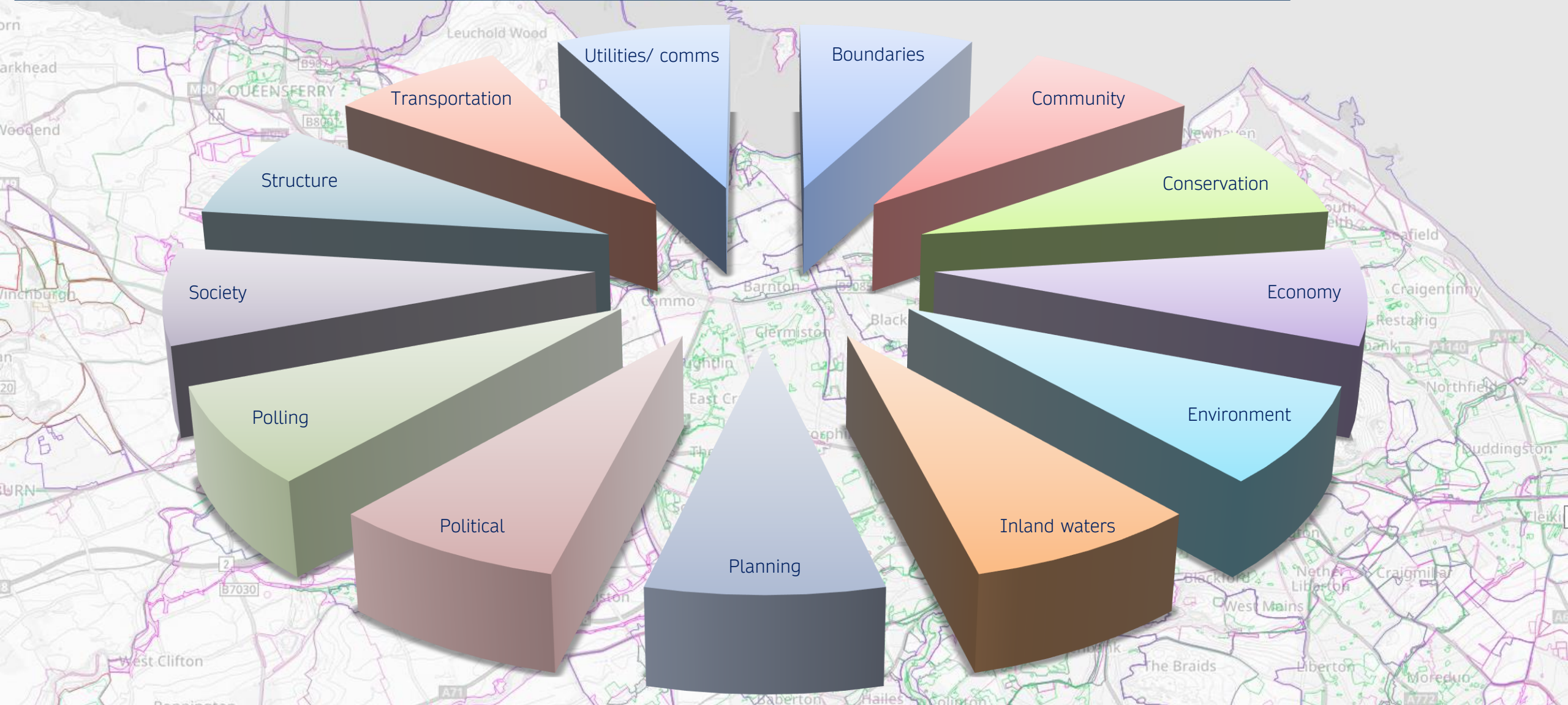
The One Scotland Gazetteer (OSG) is an address dataset that comprises up-to-date data maintained by each of Scotland's 32 local authorities. The information comes from local authority functions which are the foundations for all address intelligence - including street naming and numbering, planning, and building standards.





The Spatial Hub

The Spatial Hub (www.spatialhub.scot) is an online resource that provides a single point of access to quality-assured Scottish local authority data, in a consistent format.

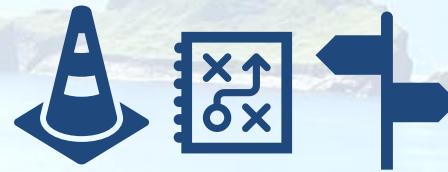




Air quality management areas
Alcohol prohibition areas
Care homes for elderly
Community council boundaries
Council Asset Register
GP practices
Libraries
NHS hospitals
Pharmacies
Polling districts & places
Private water supplies
Recycling and waste facilities
Safety features
Septic tanks
School catchments
Smoke control areas



Article 4 directions
Building Standards & Safety
Contaminated land
Employment land supply
Green belt
Housing land supply
Local development plans
Local landscape designation
Local nature conservation sites
Local nature reserves
Paths and core paths
Planning applications
Town centres
Tree preservation orders
Vacant and derelict land
Wind turbines



Car parking
Core paths
Cycling network
Gritting routes
Street furniture

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Public Information Notices for Scotland

Tellme Scotland is a portal for accessing public information notices issued by local authorities across Scotland. Here you can:

- Search for public notices such as planning and licensing in your area
- Check roadworks and restrictions on any route that you choose
- Search archived notices across the country
- Register to receive alerts by text or email on notices in your area

Select an area on the map, or from the list below to view notices in that area.



Live Notices

Search all current public notices by area, type, or keyword

[Find out more >](#)

Route Notices

Enter a route to see road restrictions and roadworks in that area

[Find out more >](#)

Archive Notices

Search for archived public notices from all over Scotland

[Find out more >](#)

☐ Digital Planning

At the Improvement Service, we are working in partnership with Scottish Government to provide data support for the Digital Planning programme.

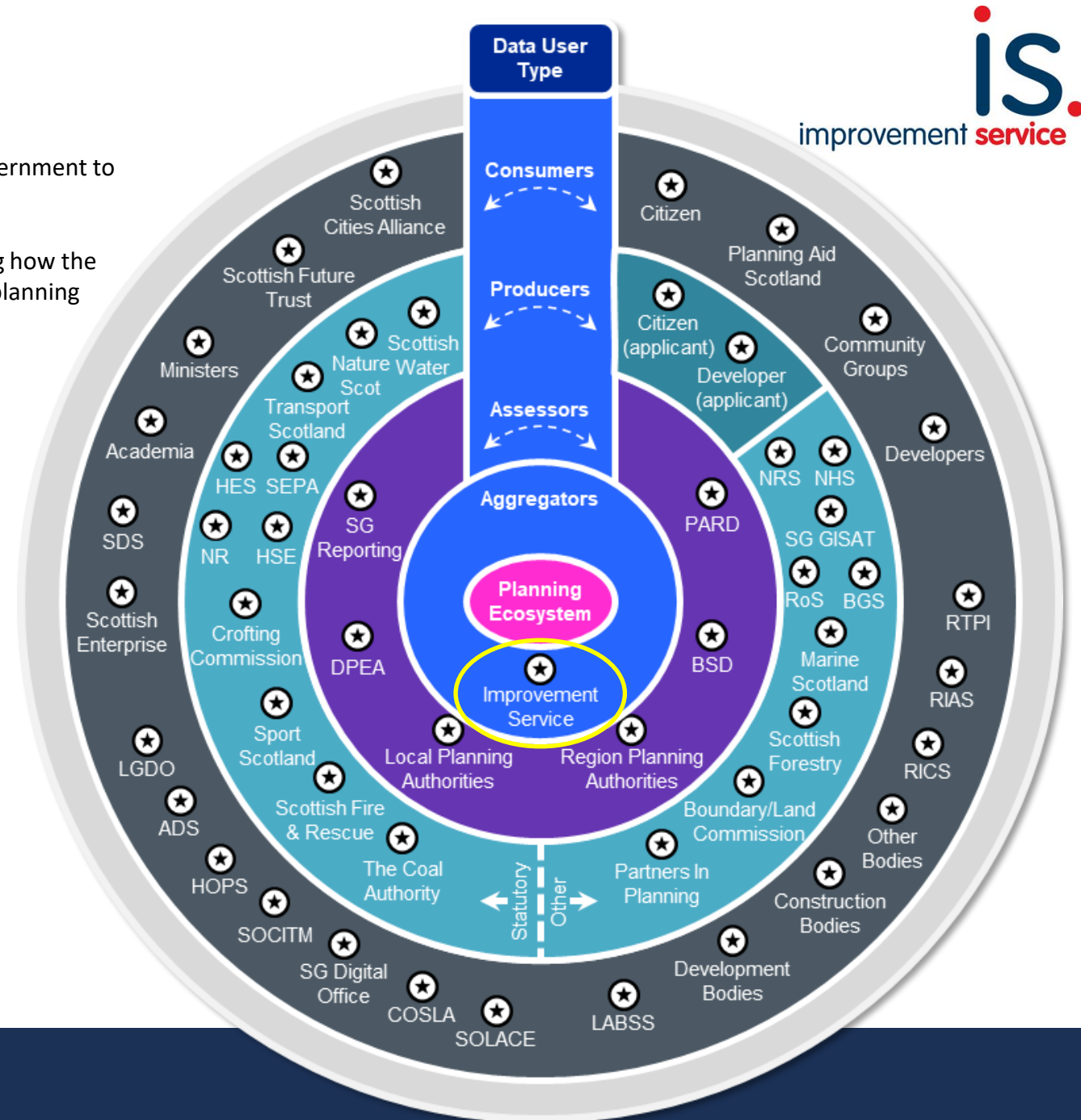
This work is building on the existing content of the Spatial Hub, understanding how the national datasets that we collate can be utilised most effectively for a digital planning service.

STAKEHOLDER MAP

This map is a visual representation of the data stakeholders in planning

The list of stakeholders mapped is not exhaustive. Its intention is to illustrate the complex relationships between players in the planning ecosystem in terms of their interactions with data.

The comprehensive list of stakeholders and data user type definitions can be found in the stakeholder map spreadsheet.



Hi Fiona, looking for a DCN?

The Scottish Dog Control National Database allows you to search for any Dog Control Notices, by dog or proper person's name, an address, a microchip number, or a keyword

 [Search a DCN](#)

Dog Control Notices at a Glance

[All Local Authorities](#) ✕ DD/MM/YYYY

to

 DD/MM/YYYY[Reset](#)[Apply Filter](#)

1029

49

Scottish National Dog Control Database

What is it?

The first national (online!) database of Dog Control Notices.

What are DCNs?

This is NOT dangerous dogs 😊 DCNs are issued by dog wardens/council officers where a dog owner cannot control their dog.

How did councils store DCN data before the database?

A variety of methods - Sharepoint, Word, Civica, Excel, and some in written notebooks

Why was the database required?

Police Scotland often need access to the data in relation to other (dangerous!) dog incidents to find out if there is previous history with the dog/ dog owner, but that was hard to access.

Councils had no idea about DCN data for other councils, and couldn't easily transfer data when a dog owner moved.

Who uses it?

Launched in February 2022, all 32 councils signed up and using the service. Police Scotland also access dcn.scot

Scottish National Dog Control Database



DCN.SCOT
Scottish Dog Control Database

Dashboard

Organisations

Search A DCN

Transfer Requests

Upload DCN

Helpdesk

Help

← DCN

Dashboard > Dog Control Notices > DCN

Search a DCN

You can enter any address, proper person or dog's name, DCN or microchip number or keyword.

DCN Ref No. DCN0007353



Pomapoo

Dog's name
Snazzle

Microchip No.
JHG84746464

Breed
Pomapoo

Sex
Female

Description of dog / Identification Mark
dark brown with white markings on the 2 front legs

Proper Person
Shakira Smith

92

ELIE AVENUE
LIVINGSTON EH54 8EU

Served on 23-09-2021
Updated on 2022-01-12 09:53

By Gregor Grant
West Lothian Council

ACTIVE

Change in Circumstances

Any change of address, proper person, restrictions or circumstances

Create a Variation

Discharge Dog

Suspend Dog

Transfer DCN

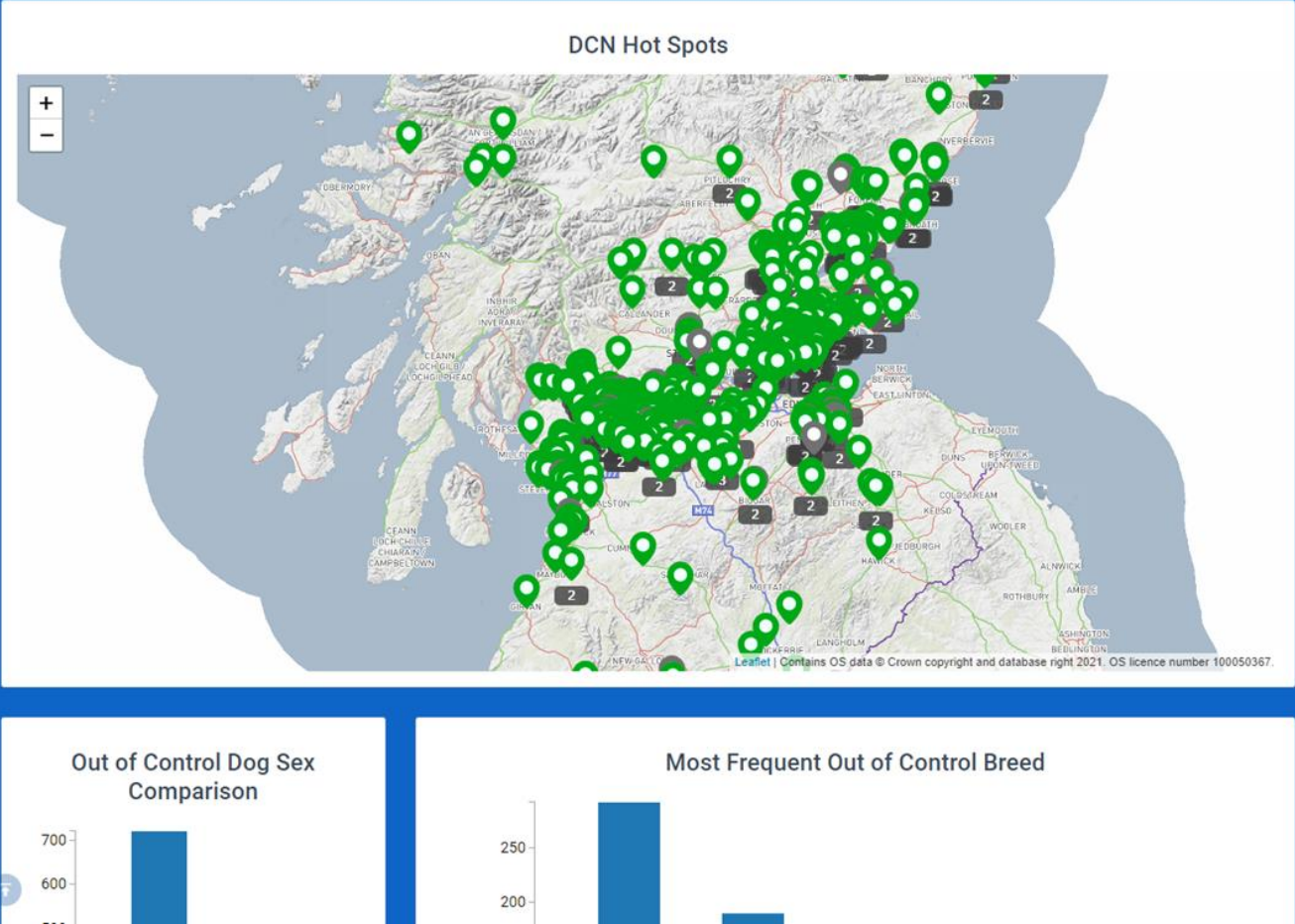
Reason for the DCN

aggressive in the park and bit another dog and snarled at another owner. Was not able to control the dog

Dog Control Notices

DCN	Service of Notice

Download



What is it?

A new service – using the same platform as dcn.scot (Dexam). Datapipeline.scot enables the secure transfer of data about early learning and childcare eligibility between the Scottish Government and local authorities.

- Scottish Government upload one large file. We've built a programme to sort that file by postcode and create up to 32 individual files, and alert councils that they have a file to download.
- Scottish Government used the system for the first time June '23 to distribute the data to councils.
- There are 3 uploads a year. Jan, May & October.

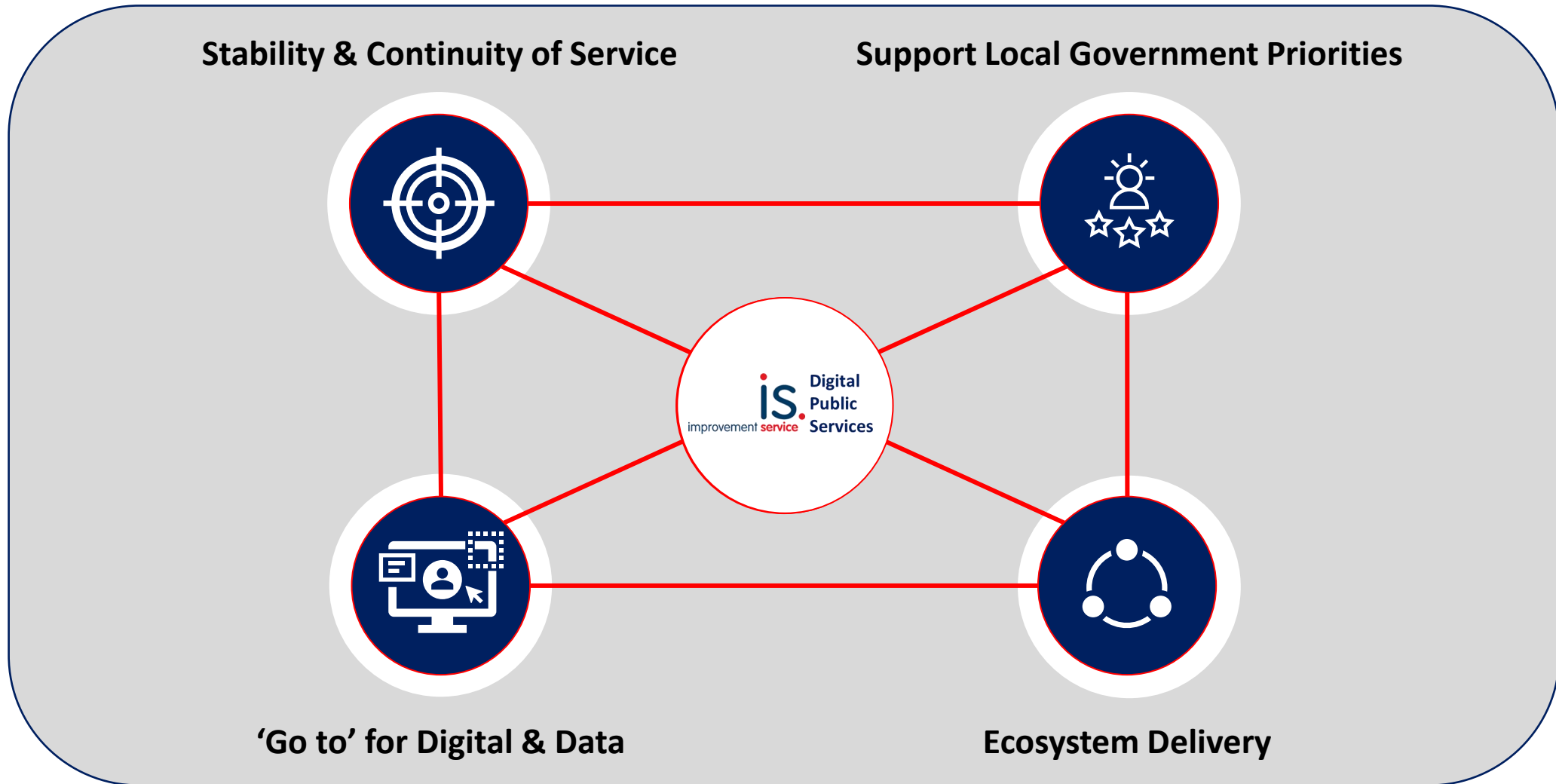


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DPS Portfolio Our Approach and Focus



Our Approach: **DPS Focus**



Stability & Continuity of Service: Outcomes

- ✓ To ensure online public services can continue to be offered by Local Government and outcomes achieved.
- ✓ IS DPS to continue to build reputation as a trusted and reliable digital provider of public sector services.
- ✓ To build confidence enabling Local Government to adopt and expand the use of current DPS services.
- ✓ To maintain continuous improvement culture to improve service delivery for Local Government and citizens.



Digital Public Services needs to continue to provide a stable, secure and high quality service to its customer base.

Support Local Government Priorities: Outcomes

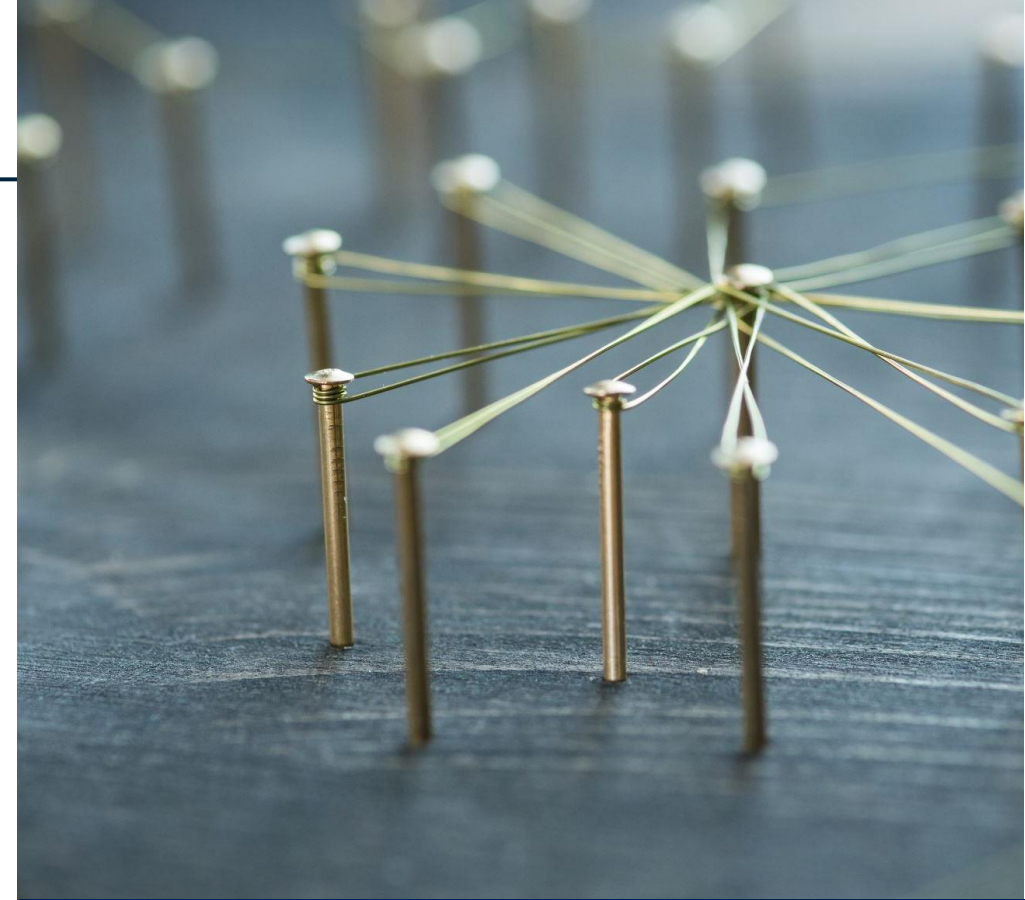
- ✓ To raise awareness amongst Local Government of the DPS tools that are available to support priorities.
- ✓ Support Local Government to identify “quick wins” within the next 12 months and plan for the future.
- ✓ Innovate and enhance current products to ensure they are suitable to support current priorities.
- ✓ Strengthen relationships with Local Government, to ensure DPS is viewed as a trusted and reliable partner.



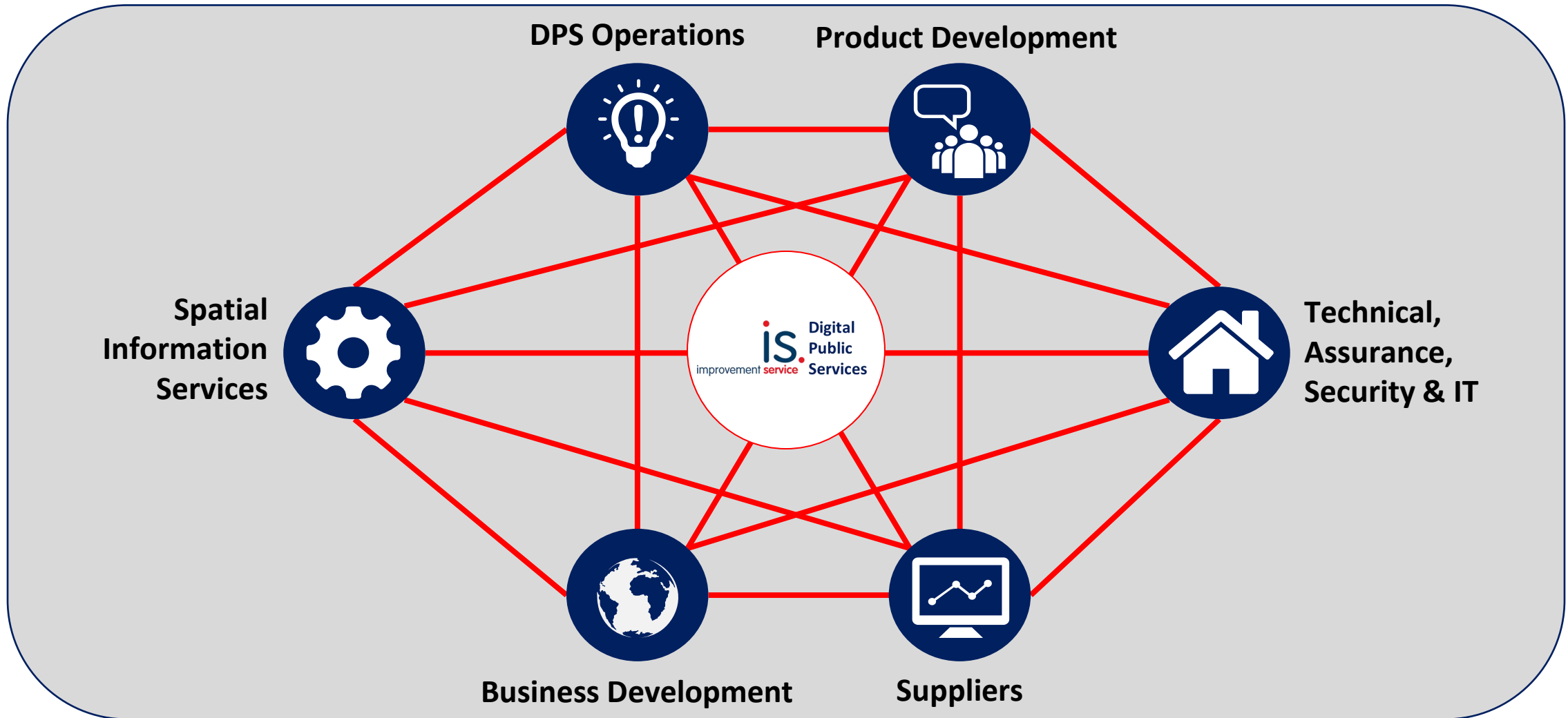
Digital Public Services needs to continue to work closer with Local Government to provide stable, secure and high quality services to its customer base that are fit for purpose.

'Go to' for Digital and Data: **National Shared Services**

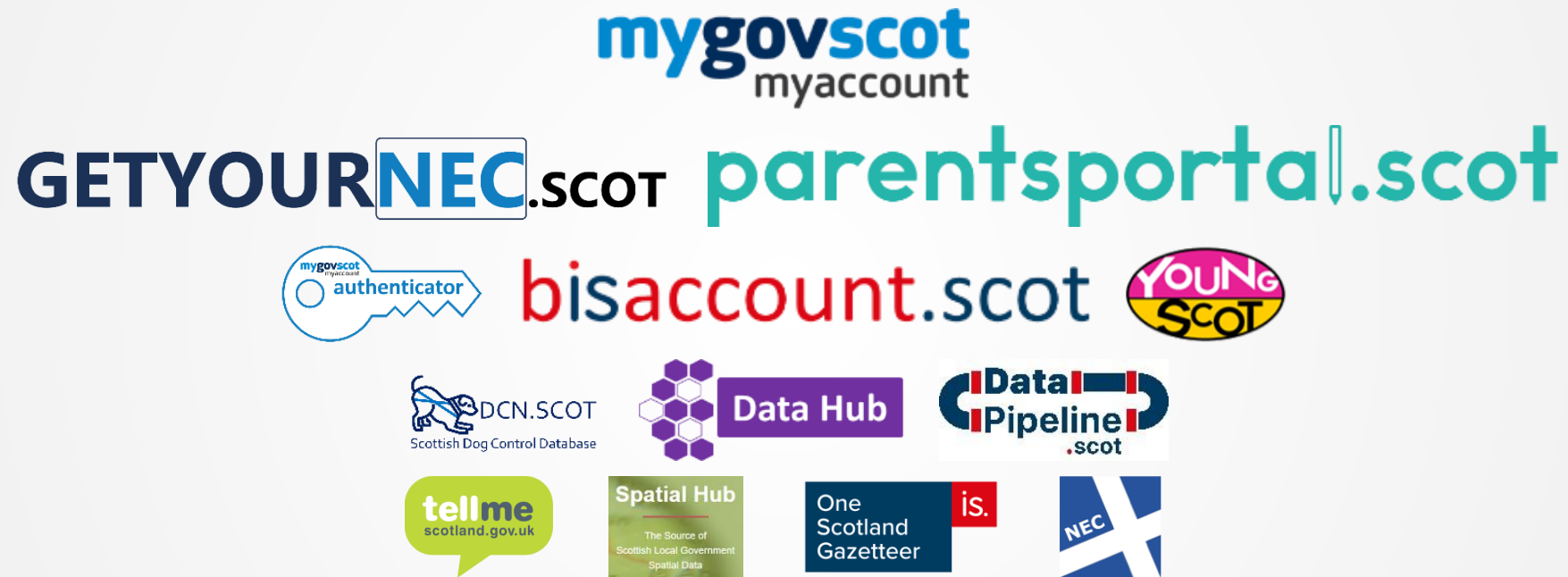
- ✓ Financial envelopes are continuing to shrink across the public sector, creating huge challenges, but also creates opportunities.
- ✓ Improvement Service operates a vast range of digital and data assets which support delivery of public services.
- ✓ Opportunity to reuse assets to develop national services, in part, end-to-end, or a hybrid approach.
- ✓ Opportunity to achieve efficiencies, savings and provide a high quality standardised national approach to citizens.



As the Improvement Service for Local Government, the organisation is uniquely placed to deliver national shared services to its customer base.



Digital Public Services: **The Portfolio**





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Local Government
improvement in Scotland*

For Additional Information

Contact: andrew.campbell1@improvementservice.org.uk